

Registration Procedures for Children, Teens, Adults

Registration

- Resident Mail, Fax, Drop-off, Phone, Internet, Walk-in Thursday, March 4.
- Nonresident Mail, Fax, Drop-off, Phone, Internet, Walk-in Thursday, March 18.

Registration Deadlines

- Please note the registration deadline for all activities is two week prior to the start of the class unless otherwise noted.
- A program will be cancelled if registration is insufficient. If a program is cancelled, we will contact you. You may then select an alternate program, request a credit or a refund.
- Late registrations will be accepted if space is available in the activity.

Registration Form and Payment

- Complete the registration form. You may combine recreation activity fees in one check, **made payable to the City of Rockville**. Please make sure the registration form and payment are complete and correct, and be sure to include the course number(s) on your check. **Note: \$25 returned check charge.**
- Visa and Master Card are accepted for payment of programs

Am I A Rockville Resident?

A resident is any person who resides within the City's 13-square mile corporate limits. Do you pay a City of Rockville water bill? Do you pay City of Rockville taxes?

A nonresident is any person who does not reside within the corporate limits of the City of Rockville. Even though your mailing address may be "Rockville," this does not necessarily mean you are a city resident.

Please call our office at 240-314-8620 if you have any questions regarding residency.

Credits and Refunds

Credits to the family account will be made automatically should staff cancel a course.

Requests for a refund/credit must be in writing, only will be issued for medical reasons and must be accompanied by a letter from your doctor. Refunds will be subject to the following administrative fees: Classes: \$10; Childcare: \$50; Senior Programs: \$10; Sports Leagues: \$25; Trips: \$10. No fee will be charged if family account is credited or if transferred to another program. Refunds will be prorated if program has started. Only credits will be given for registrations under \$20 (exception: Senior programs).

Recreation Fund

- Financial assistance is available to City residents, ages 17 years old or younger. Refer to page 4 or call 240-314-8620 for more information.

Transfers

- All transfer requests are subject to space availability. All requests must be in writing and accompanied with a check for \$5/activity, \$10/childcare administrative fee, made payable to the City of Rockville.



Discounts

- Multiple class discounts may not be combined. Only one discount will be applied per person/per registration (select multiple class discount or Senior discount).

Facilities

- Program locations may be changed due to MCPS facility availability.

Photos

- The department reserves the right to photograph program participants for publicity purposes.



Weather/Emergency Closings

- When Montgomery County Public Schools (MCPS) close for the day due to a weather/emergency, all Rockville Department of Recreation and Parks programs are cancelled for the day.
- If it rains, most outdoor classes will be cancelled.
- If schools are closed or dismissed early, after-school classes will not be held.
- Please refer to the "Clip & Save" box of telephone numbers on page 3 for weather emergency telephone numbers
- Check with your instructor about scheduling make-up dates for any cancelled sessions.

Satisfaction Guarantee

The Department is committed to providing quality programs and facilities. If you are unhappy with our services, we want to know! We will suggest another program for you to try, or if you prefer, we will give you a full credit or refund your money. That's our "Customer Satisfaction Guarantee."

Confirmation

When you register for any of our terrific programs, don't wait by the phone or camp by your mail box.

The only time you will hear from us is:

- If the class is full.
- If the class is cancelled.
- If you get your second choice.
- If there is a change in time or day.



So, if it's almost time for your class and you haven't heard from our friendly staff, that's good news. It means you're in!

Update Your Account

We use the e-mail addresses in **rock/enroll** to notify you about upcoming registration dates, programming changes, weather closings, etc. To update your account information, click on the My Account page of RockEnroll.

